

# TABLE OF CONTENTS

<u><a href="#">Executive Summary</a></u>	<i>ii</i>
<u><a href="#">1. Introduction</a></u>	<i>1</i>
<u><a href="#">A. Why Are Portals Important to NASA?</a></u>	<i>2</i>
<u><a href="#">B. What Does a Portal Do?</a></u>	<i>4</i>
<u><a href="#">C. Return on Investment</a></u>	<i>5</i>
<u><a href="#">D. Overview of the Marketplace</a></u>	
<u><a href="#">E. Current NASA Portal Efforts</a></u>	<i>6</i>
<u><a href="#">2. Requirements</a></u>	<i>8</i>
<u><a href="#">3. System Architecture</a></u>	<i>9</i>
<u><a href="#">A. Design Principles</a></u>	<i>9</i>
<u><a href="#">B. User Interface</a></u>	<i>10</i>
<u><a href="#">C. Hardware, Software, and Network Architecture</a></u>	<i>11</i>
<u><a href="#">1. Layer 1: Infrastructure</a></u>	<i>12</i>
<u><a href="#">2. Layer 2: Web System Services</a></u>	<i>12</i>
<u><a href="#">3. Layer 3: Portal Framework</a></u>	<i>13</i>
<u><a href="#">4. Layer 4: Portlets</a></u>	<i>13</i>
<u><a href="#">D. Security System and Access Controls</a></u>	<i>14</i>
<u><a href="#">E. Standards</a></u>	<i>15</i>
<u><a href="#">4. Information Architecture</a></u>	<i>16</i>
<u><a href="#">A. Information Architecture: What's Behind the Door?</a></u>	<i>16</i>
<u><a href="#">B. General Strategy: Top Down and Bottom Up</a></u>	<i>18</i>
<u><a href="#">C. Organizing Content and Classification Schema (Taxonomies)</a></u>	<i>19</i>
<u><a href="#">D. Business Context and Classification Schema</a></u>	<i>20</i>
<u><a href="#">E. Web Directories and Users</a></u>	<i>21</i>
<u><a href="#">F. The Role of Metadata</a></u>	<i>22</i>
<u><a href="#">G. Information Architecture and Data Architecture</a></u>	<i>23</i>
<u><a href="#">H. Information Architecture and the User Interface</a></u>	<i>24</i>
<u><a href="#">I. Information Architecture and Knowledge Management</a></u>	<i>24</i>
<u><a href="#">J. Summary Recommendations</a></u>	<i>25</i>
<u><a href="#">K. Going Forward: Evolutionary Information Architecture</a></u>	<i>26</i>
<u><a href="#">5. Content Management and Business Processes</a></u>	<i>28</i>

## PORTAL RECOMMENDATIONS

<u>A.</u>	<u>Business Processes</u>	28
<u>B.</u>	<u>Content Management Systems</u>	30
<u>C.</u>	<u>Technical Evaluation</u>	33
<u>6.</u>	<u>Portal Management</u>	34
<u>A.</u>	<u>Hosting</u>	34
<u>B.</u>	<u>Vendor Management and Upgrade Path</u>	34
<u>C.</u>	<u>Vendor Capability Demonstrations</u>	35
<u>D.</u>	<u>Technical Training For Portal Staff At Centers</u>	35
<u>E.</u>	<u>Service Level Agreements For Internal Service And Vendors</u>	36
<u>1.</u>	<u>Administration</u>	36
<u>2.</u>	<u>Help Desk</u>	37
<u>3.</u>	<u>Hosting</u>	37
<u>F.</u>	<u>System Analysis and Testing</u>	38
<u>G.</u>	<u>Maintenance and Sustaining Operations</u>	39
<u>6.</u>	<u>Near-Term Recommendations (DRAFT)</u>	40
<u>A.</u>	<u>Deployment</u>	40
<u>B.</u>	<u>User Communities</u>	41
<u>C.</u>	<u>Strategic Planning</u>	40
<u>D.</u>	<u>Phase 1</u>	41
<u>F.</u>	<u>Phase 1: Near-Term Recommendations (SAMPLE)</u>	
<u>G.</u>	<u>Phase 2 Deployment</u>	
<u>7.</u>	<u>Long-Term Strategy</u>	
<u>8.</u>	<u>References</u>	47
	<u>Appendix. Functional Requirements Listing and Priorities for NASA Portals for Internal and External Audiences</u>	48